

**State of New Hampshire Job Posting
NH Liquor Commission
Store Operations
Regional Store Supervisor
US:NH: PORTSMOUTH - Store #38
Position #14131**

Summary: This position is responsible for maintaining store operations in a specified region or major geographical area. Provides ongoing support for product distribution. Responsible for increasing wine and spirits sales by improving store efficiencies to maximize profitability for the State of NH Liquor Commission. Supervises subordinate employees to meet NHSLC goals and objectives by providing excellent leadership skills and customer service.

ACCOUNTABILITIES/ ESSENTIAL FUNCTIONS:

Assists the Store Operations Administrator with organizational skills, account strategies, territory planning and administrative responsibilities to ensure a high level of customer satisfaction is maintained. Develops and monitors short and long term performance metrics designed to increase sales revenue and enhance profitability.

Inspires, develops, and leads liquor store teams to deliver positive and consistent performance in sales, visual presentation, and customer service. Ensures store efficiency and profitability goals are being met. Implements cost containment strategies relative to the reduction of overhead expenses; monitors store marketing and merchandising activities; recommends changes in store marketing and merchandising activities, and recommends changes in store operations to increase sales to improve customer service and maximize store efficiency.

Conducts monthly store audits to verify the accuracy of store inventory, reported sales and voids, bank deposits and related store financial data. Provides ongoing support for aggressive store presentation, inventory control and product distribution.

Enforces store compliance with laws and Administrative Rules relative to the sale of wines and spirits, and enforces the NH Liquor Commission policies and procedures; the NH Division of Personnel Code of Administrative Rules; and the Collective Bargaining Agreement.

Oversees the professional development of store personnel. Becomes actively involved in new hire orientation and sales training programs. Recommends applicants for permanent positions; promotions; or disciplinary action. Oversees the distribution, completion, and return of employee evaluations. Ensures that all subordinate personnel

have their work performance evaluated at least once a year. Conducts personnel interviews as required.

Communicates with vendors; licensees; customers and works closely with store merchandisers, buyers, purchasing and distribution to ensure coordinated efficient execution of marketing programs. Meets with Local Broker representatives and store staff to plan and implement store presentation, placement, signage and inventory needs.

Assesses the budget requirements of assigned liquor stores, and recommends the budget allocation of temporary employee funds to each assigned liquor store. Reviews Class 50 temporary funds; Class 18 overtime funds; and Class 19 holiday funds and plans spending within the assigned area.

Compiles and analyzes information for business plans. Submits long and short term recommendations to meet Commission goals/objectives.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in business administration, management, marketing, accounting or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Eight years' experience as a retail store manager, sales manager, or marketing manager to include experience in product distribution, product sales, budgeting, and training, four (4) years of which must have been in a supervisory capacity.

License/Certification: Valid driver's license and access to reliable transportation required for use in statewide travel.

SPECIAL REQUIREMENTS: For appointment consideration, Regional Store Supervisor applicants must successfully participate in a structured interview measuring possession of knowledge, skills, and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

Employees may be required to pay an agency/union fee.

In addition, applicants will be subject to a reference and criminal background check.

In order to receive credit for post-secondary education, a copy of official transcripts with a seal and/or a signature MUST be included with this application. If copies of

transcripts have been requested please reference this and have them forwarded to the Human Resources office at the recruiting agency.

Contact: Elizabeth Lacroix, Human Resources Assistant (603) 230-7052,
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